PHSA Office of Virtual Health

Providing support for *Zoom for Healthcare* to:

Provincial Health Services Authority
Province-wide solutions. Better health.

BRITISH COLUMBIA

COMMUNITY LIVING BRITISH COLUMBIA

island health

Providence HEALTH CARE
How you want to be treated.

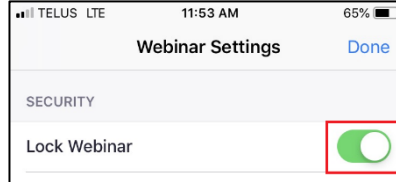# Conduct a 1:1 Virtual Health Visit Webinar in Zoom for Healthcare from the Zoom Cloud Meetings app

Download the ZOOM Cloud Meetings app	
Apple iOS: Requires iOS 8.0 or later. Compatible with iPhone, iPad, and iPod touch.	https://apps.apple.com/us/app/id546505307
Android: Requires Android 5.0 and up	https://play.google.com/store/apps/details?id=us.zoom.videomeetings

- If this is your first time using the Zoom Cloud Meeting app, please allow Zoom access to your camera and microphone.
- Please use the desktop client to conduct group Virtual Health Visit webinars. The webinar will be easier to control via desktop client.
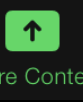
Start the Virtual Health Visit webinar

1. Open the **Zoom Cloud Meetings app** and sign in with your Zoom for Healthcare account.
2. Tap **Meetings** and **Start** the upcoming Virtual Health Visit.
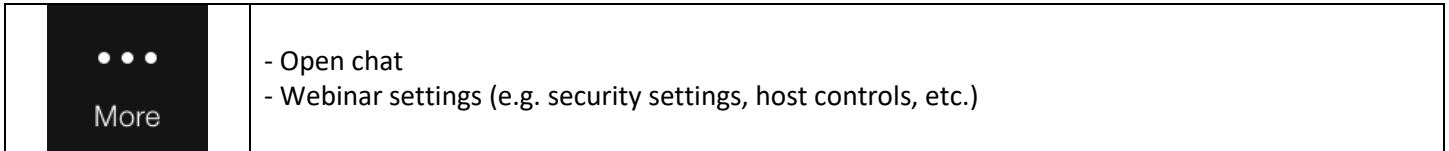
Confirm patient's identity

1. From the toolbar, tap **Participants** to view who has joined the webinar.
2. Confirm the patient's identity by asking typical verification questions (e.g. full name, DOB, PHN)
3. **Recommended:** Lock the Virtual Health Visit after all participants have joined.

   - From the toolbar, tap **More.**
   - Tap **Webinar Settings.**
   - Toggle 'on' **Lock Webinar**.
   - Tap **Done** to return to the visit.

Webinar controls/options

Button	Function
Unmute	- Mute/unmute microphone
Start Video	- Start/stop video
Share Content	- Share content with patient - Note: You will not be able to see patient while sharing content
Participants	- View webinar participants - Mute/unmute participants - Chat with a specific participant by tapping their name - Remove participant by tapping their name - Invite additional participants

● ● ● More	- Open chat - Webinar settings (e.g. security settings, host controls, etc.)

End the Virtual Health Visit webinar

1. Tap **End** in the top right corner when the visit is finished.

2. Ensure you tap **End Webinar for All.**

   - If you **end the webinar,** the Virtual Visit will close out for you and and the patient.

   - If you **leave the webinar**, a new host must be assigned before you exit. The webinar will not end until the new host ends it.

In the unlikely event of technical issues, please **end the visit** and switch to a telephone visit or reschedule.